

# NYC Mayor’s Office Five-Year Accessibility Plan (2024-2028)

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# Introduction

[Local Law 12 of 2023](#) requires every New York City agency to develop an accessibility plan, outlining the steps the agency is taking over the next five years to make its workplace, services, programs and activities accessible to and accommodating and inclusive of persons with disabilities.

The New York City Office of the Mayor (the “Mayor’s Office”), through its Mayor’s Office for People with Disabilities (MOPD), has provided guidance to agencies as they develop their five-year plans, meeting regularly with agency disability service facilitators and others working on the agencies’ plans, providing resources and training, and making MOPD staff available for consultation. Additionally, MOPD facilitated a citywide public comment process for the agency five-year plans by creating an “Agency Plans” website, [nyc.gov/accessibilityplans](https://nyc.gov/accessibilityplans), and sharing a link to the site via: emails to MOPD community partners; social media; and an announcement at MOPD’s community meeting in January 2024.

MOPD will continue to support agencies as they implement, update and report on the progress of their accessibility plans going forward.

This plan, which covers calendar years 2024-2028, was prepared by MOPD as part of and on behalf of the Mayor’s Office. It describes the Mayor’s Office’s plan to make its own programs, services and workplaces more accessible and inclusive of people with disabilities, and describes the support and resources the Mayor’s Office plans to provide to other New York City agencies and external entities to make the City more disability-inclusive. The plan is a living document and the commitments outlined here are continuing.

## About the Mayor’s Office

The Mayor is the Chief Executive Officer of the City. The Mayor’s Office consists of various units including offices that handle administrative matters for City Hall (such as Human Resources and Communications); the Deputy Mayor’s Offices, which are responsible for coordinating strategies and responses among the agencies in their respective portfolios; and multiple other offices, such as the Mayor’s Office for People with Disabilities, the Mayor’s Office of Immigrant Affairs and the Mayor’s Office to End Gender-Based Violence, which provide resources to the public and other City agencies, and administer programs targeted to particular groups or addressing specific issues.

# Mayor's Office Disability Service Facilitators

[Local Law 27 of 2016](#) requires every New York City agency to designate a Disability Service Facilitator to coordinate the agency's efforts to comply with federal, state and local laws and regulations concerning accessibility for people with disabilities and to serve as the agency's primary contact with respect to accessibility issues.

Crystal Rivera of MOPD is the Disability Service Facilitator for most units of the Mayor's Office. She can be reached at [DSF@cityhall.nyc.gov](mailto:DSF@cityhall.nyc.gov) and 212-788-2603.

The Mayor's Office's disability-related notice of rights, grievance procedure and website accessibility statement are attached as Appendices A-C and are posted on the [Mayor's Office's Accessibility page](#).<sup>1</sup>

The following offices within the Mayor's Office have their own disability service facilitators, as noted below:

- Mayor's Office of Immigrant Affairs (MOIA)  
Kenneth Lo  
212-346-6047  
[klo@moia.nyc.gov](mailto:klo@moia.nyc.gov)  
[MOIA's Language and Disability Accessibility Page](#)
- Mayor's Office to End Gender-Based Violence (ENDGBV)  
Sara Gonzalez  
(212) 788-2468  
[accessendgbv@endgbv.nyc.gov](mailto:accessendgbv@endgbv.nyc.gov)  
[ENDGBV's Accessibility Page](#)  
[ENDGBV's Website Accessibility Statement](#)
- Civic Engagement Commission (CEC)  
Benjamin Solotaire  
646-769-2213  
[disabilityfacilitator@civicengagement.nyc.gov](mailto:disabilityfacilitator@civicengagement.nyc.gov)  
[CEC's Accessibility Page](#)

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<sup>1</sup> The notice of rights, grievance procedure and website accessibility statement will be posted in American Sign Language (ASL) on the Mayor's Office's Accessibility page in the near future.

- Mayor's Office for Economic Opportunity (NYC Opportunity)  
Brigit Beyea  
212-442-1385  
[bbeyea@cityhall.nyc.gov](mailto:bbeyea@cityhall.nyc.gov)  
[NYC Opportunity's Accessibility Page](#)
- Mayor's Office of Special Projects and Community Events (MOSPCE)  
Kanyshai Ryskulova  
[disabilityfacilitator@mospce.nyc.gov](mailto:disabilityfacilitator@mospce.nyc.gov)

The Mayor's Office of Media and Entertainment (MOME), the Mayor's Office of Contract Services (MOCS) and the Mayor's Office of Management and Budget (OMB) are their own independent agencies outside of the Mayor's Office and will be publishing their own five-year plans.

## Mayor's Office Accessibility Plan

The Mayor's Office, through MOPD, will continue to support agencies as they implement, update and report on the progress of their accessibility plans. Specifically, MOPD will continue to meet regularly with agency disability service facilitators and others working on the plans, provide resources, training and technical expertise and make staff available for consultations. Specific planned efforts are noted in each of the subsections below.

Additionally, MOPD plans to meet individually with each of the mayoral units in calendar year 2024 to assess how MOPD can best support the Mayor's Office's efforts to make its own programs, services, communications and workplace more accessible. Where specific plans are already in place, they are noted below.

## Digital Accessibility

The Digital Accessibility Coordinator at MOPD regularly provides trainings to City agency staff including staff of Mayor's Office units and works closely with the New York City Office of Technology and Innovation (OTI) as City websites are launched and updated. Additionally, MOPD has created a series of [digital accessibility guides](#) specifically for use by City agencies but that are publicly available. A complete description of the City's efforts around digital accessibility can be found in MOPD's and OTI's joint 2023 Digital Accessibility Report, which is posted on [MOPD's reports and publications page](#).

Going forward, MOPD plans to focus on the following digital accessibility areas:

- (1) Increasing knowledge about digital accessibility among city employees who produce digital content, including but not limited to electronic documents, social media posts, websites, mobile apps and learning modules, on behalf of the Mayor's Office and other city agencies.
- (2) Working with OTI and other agencies on strengthening strategies so that all information and communication technology (ICT) developed, procured, maintained and used by the City is accessible to people with disabilities. ICT includes but is not limited to computers, software, information kiosks and transaction machines, and all digital content.

## **Accessibility of Information and Communication Technology**

The Mayor's Office, through MOPD, is committed to engaging OTI and others in developing additional strategies so that information and communication technology (ICT) developed, procured, maintained and used by the City is accessible to people with disabilities. MOPD and OTI will develop a plan with respect to procurements of ICT no later than the first quarter of 2025 (to be included in the Mayor's Office's and OTI's first progress reports under Local Law 12 of 2023).

## **Workplace Inclusion**

The Mayor's Office is committed to having a disability-inclusive workplace. Additionally, we are committed to advancing the career success of people with disabilities citywide.

### **Promoting Workplace Inclusion Within the Mayor's Office**

The Mayor's Office is committed to making our workplace welcoming and inclusive of people with disabilities.

In addition to following [the City's Equal Employment Opportunity Policy](#):

- **Online Disability Etiquette and Awareness Training**  
The Mayor's Office recently made DCAS's online Disability Etiquette and Awareness training (developed with input from MOPD) mandatory for all Mayor's Office employees. We will continue to require this training on a biannual basis for employees of the Mayor's Office.

- **Disability City Network**

The Mayor’s Office recently launched the Disability City Network (the “Network”), an employee resource group (ERG) for people with disabilities and allies. The Network, similar to other ERGs (Women’s City Network, LGBTQ+ Network, among others) is designed to offer staff a forum to connect with colleagues, seek support and advice, advance professional development, and broaden members’ professional contacts. The group also serves to elevate disability issues at City Hall and engage in other advocacy as driven by the members. A meeting cadence is still being formed, but as of the publication of this plan, the Network has held three formal meetings. It is currently primarily for employees of the Mayor’s Office (with some events open to other City staff). Other agencies that have their own ERGs for people with disabilities and allies include the Department of Transportation and the Department of Cultural Affairs. As reported in their five-year accessibility plans, a number of other agencies have expressed an interest in forming ERGs for people with disabilities. MOPD and the Disability City Network will support those agencies in their efforts.

With guidance from MOPD, the Mayor’s Office has begun the process of evaluating the office’s recruitment, interviewing, and onboarding processes. With input from the Disability City Network, the Mayor’s Office will be identifying further strategies to make our workplace one where employees with disabilities are well-represented and fully included.

## **Promoting Workplace Inclusion Citywide: New York City’s Plan to Advance the Career Success of People with Disabilities**

In celebration of the 33rd anniversary of the Americans with Disabilities Act, in July 2023, the City announced New York City’s Plan to Advance the Career Success of People with Disabilities. This plan reflects a collaboration among the Mayor’s Office for People with Disabilities (MOPD), the Mayor’s Office of Talent and Workforce Development (NYC Talent), and the Mayor’s Office for Economic Opportunity (NYC Opportunity). A number of City agencies are also playing a key role in this initiative, including the NYC Department of Small Business Services and the NYC Department of Consumer and Worker Protection.

### ***Summary of the Plan***

With an investment of \$8.8 million over three years, the City will transform our approach to helping New Yorkers with disabilities have access to training, jobs, careers, and financial empowerment.

This approach will include two key components:

- (1) Investing in innovative direct services for people with disabilities.
- (2) Launching the Center for Workplace Accessibility and Inclusion to address structural barriers to career success facing people with disabilities.

This initiative aims to help 2,500 New Yorkers connect to jobs and careers over 3 years.

### ***Investing in Direct Services***

This plan will build on **NYC: ATWORK**, MOPD's successful workforce program that has connected more than 700 New Yorkers with disabilities to jobs and internships with established partners in high-growth sectors.

MOPD will lead this work by supporting the following actions:

- Embed additional **NYC: ATWORK** staff in Workforce1 Career Centers<sup>2</sup>, beginning with the Brooklyn Workforce1
- Leverage a New York State Department of Labor initiative, NY SCION, to drive culture change and inclusion at Workforce1 Career Centers
- Recruit and hire qualified individuals with disabilities for City jobs, including through the 55-a program
- Provide training to Workforce1 staff, workforce providers, and employers on disability etiquette and awareness
- Expand financial counseling for people with disabilities and their families in Workforce1 Career Centers.

### ***Center for Workplace Accessibility and Inclusion***

NYC Talent will lead the work of addressing structural barriers to career success facing people with disabilities by launching the Center for Workplace Accessibility and Inclusion.

This Center will be a public-private partnership that will:

- Establish an advisory council
- Align public and private funding

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<sup>2</sup> The NYC Department of Small Business Services offers free services at its network of Workforce1 Career Centers to prepare and help New Yorkers to find jobs. Job seekers can prep for their next interview, update their résumé, and connect with employers, or find the right training they need to succeed at these centers.

- Identify and implement best practices
- Advance a shared agenda for policy change
- Infuse accessibility design into Computer Science courses across CUNY

## **Effective Communication**

The Mayor's Office is committed to making its communications reach and be understood by all New Yorkers, including people with disabilities.

### **Public Events and Meetings of the Mayor's Office**

The Mayor's Office, like other City agencies, is required by [Local Law 28 of 2016](#) to provide information about how to request accommodations in its materials advertising events that are open to the public and has mechanisms in place to provide auxiliary aids and services, such as CART and ASL and large print and Braille versions of written materials. Even absent a request, MOPD provides CART (live captioning) and ASL interpretation for all public events and meetings that MOPD hosts as a matter of course.

### **Social Media**

The Mayor's Office is committed to providing alt-text for all images posted on social media, using the various platforms' built in alt-text mechanisms, to providing closed-captioning for all videos posted on social media platforms that support closed captions, and to avoiding the use of ASCII text. No later than the first quarter of 2025, the Mayor's Office Communications team, in consultation with MOPD, will develop and disseminate guidelines for all mayoral units with regard to accessibility of social media.

### **Plain Language**

The Mayor's Office of Immigrant Affairs' Language Access group includes content regarding plain language in its trainings and regularly introduces plain language as a multi-purpose or "intersectional" tool that improves accessibility for a wide range of people: people with disabilities, aging, limited education, or low English proficiency. The Mayor's Office of Operations offers support to agencies seeking to make their rules more easily understood by the public. The Service Design Studio within the Mayor's Office of Economic Opportunity hosts Civic Design Forums for City agency staff to learn and practice plain language writing and design techniques. The Studio has already facilitated two plain language forum events and is continuing to offer such events in 2024.



MOPD has provided resources to agency disability service facilitators on plain language and will continue to remind them, as well as relevant staff of mayoral units, that plain language is a component of accessibility.

## **Deaf Access**

Christina Curry, MA, MPA, is MOPD's first Deaf commissioner and has long been an advocate for the Deaf community. In addition to continuing and building on the programs and initiatives described below, MOPD will explore ways to better engage the Deaf community and increase access and opportunities (including employment opportunities) for Deaf individuals within and outside City government. We anticipate reporting on new initiatives focusing on Deaf Access in the first annual progress report on this plan, in Spring 2025.

- **ASL Direct Program**  
ASL Direct is a video calling system that allows American Sign Language (ASL) users to communicate with an information specialist who is fluent in ASL and get information about City services and other resources directly in ASL rather than through an interpreter or via text. MOPD has operated an ASL Direct program since 2018 and will continue to do so.
- **ASL Website Content**  
MOPD and the Office of Technology and Innovation (OTI) have been developing a way to provide ASL content on City websites. There is a working prototype on [MOPD's About page](#). We are continuing to work through technical issues and aim to provide all City agencies with the ability to use this feature by the end of the first quarter of 2025.
- **ASL Mini-Courses for Agency Staff**  
In 2023, the Department of Social Services (DSS), in collaboration with MOPD's ASL Direct Program, offered a 4-week hour-per-week mini-course on the basics of ASL. Over 700 DSS employees and contracted provider agency staff requested to participate. Students were selected based on the value of the course to their day-to-day work and their ability to commit to the program. The course was very well-received, and the course was offered again as a 6-week course beginning at the end of January 2024. We will be offering an additional mini-course in spring 2024 and hope to continue offering courses going forward.

- **Events Exploring and Celebrating Deaf Culture**

MOPD’s ASL Direct Program hosts events throughout the year for, by and about the Deaf Community and will continue to do so. For example, in 2023: in honor of Black History Month, MOPD hosted [a well-attended virtual program about the program director’s family, one of the largest Black Deaf families in the United States](#); and in September, MOPD hosted a screening of The Shattered Mind by Deaf filmmaker Jade Bryan. MOPD will also continue to promote [Deaf Awareness Month](#) each September through a dedicated webpage and social media campaign as it did in 2023.

## **Assistive Listening Systems**

There are multiple locations where Mayor’s Office employees work that offer varying types of assistive listening systems. For example, The City Hall “Blue Room” has a Radio Frequency (RF) system and the Client Training Lab at the Manhattan Family Justice Center at 80 Centre Street, New York, NY, used by the Mayor’s Office to End Gender-Based Violence, has an induction loop. A [list of assistive listening systems in City-owned and operated buildings](#) is available on MOPD’s website. The list is searchable by location (including borough and zipcode), agency, and other criteria.

## **Physical Accessibility**

Mayor’s Office staff operates out of several buildings, including both City-owned buildings and leased spaces. Among the buildings used by the Mayor’s Office is the iconic City Hall, which was the subject of a recent renovation that included accessibility improvements, including the installation of a new wheelchair lift, wheelchair accessible ramp and automated door at the front entrance.

The New York City Department of Citywide Administrative Services (DCAS) generally maintains common areas in City-owned buildings and building owners are responsible for common areas in leased spaces. The Mayor’s Office’s Facilities team or individual offices of the Mayor’s Office generally maintain the Mayor’s Office spaces.

No later than the first quarter of 2025, the Mayor’s Office will develop a plan to assess the accessibility of the spaces we occupy, which we anticipate sharing when we publish our first annual progress report in Spring 2025.

Please see DCAS’s plan for information about the common areas of City-owned buildings that they maintain.

## **Programmatic Access / Miscellaneous**

The Mayor's Office is committed to making its services, programs, and activities readily accessible to and usable by people with disabilities. To that end, as noted above, MOPD will be meeting with each office of the Mayor's Office individually in 2024 to assess how it can best support each office's accessibility efforts.

Additionally, as policy initiatives are developed and implemented across all portfolios (Public Safety, Health and Human Services, Operations, Housing, Economic Development and Workforce etc.), the administration will be mindful of accessibility issues and impacts on people with disabilities, as the administration considers all communities and affected groups across the city.

Below is a list of some of the initiatives that MOPD and other Mayor's Office units are undertaking that will promote disability inclusion but do not necessarily fall squarely within the accessibility categories above (or cut across multiple categories).

### **Disability Etiquette and Awareness Trainings**

MOPD regularly hosts in-person and virtual interactive disability etiquette and awareness trainings for City agencies and partners, which may be tailored for a particular industry or organization. In 2023, over 1,200 people received this training. MOPD will continue to offer these trainings.

### **Accessibility of Programs and Services Provided by City Vendors**

In 2024, MOPD and the Mayor's Office of Contract Services will review the City's procurement and contracting procedures, specifically focusing on where accessibility can be expanded upon in the City's procurement process. The Mayor's Office and MOCS aim to present initial details in the first annual progress report on their Local Law 12 plans, in Spring 2025.

MOPD will also collaborate with disability service facilitators at City agencies and the Mayor's Office for Nonprofit Services to effectively share information with provider agencies, supporting their efforts to enhance accessibility.

## **Best Practices for Accessible In-Person and Virtual Meetings and Events**

MOPD, together with the Northeast ADA Center, recently conducted a training for agency disability service facilitators on Accessible In-Person and Virtual Meetings and Events. MOPD will distribute materials from the training to all Mayor's Office units and will be following up with more targeted outreach so that relevant staff are aware of best practices. MOPD plans to work especially closely with the Mayor's Office for Special Projects and Community Events (MOSPCE), which organizes more than 115 events per year, as well as the Mayor's Office of Citywide Event Coordination and Management (CECM).

In 2024, MOPD will also be updating its Meeting Notice Guide pursuant to [Local Law 28 of 2016](#).

## **MOPD-Hosted Community Meetings and Other Events**

MOPD will continue to hold regular Community Meetings virtually or with a virtual option. The meetings, which were started during the COVID-19 pandemic, are a forum for City, State and federal agencies to provide updates to the disability community. They are currently held virtually (via zoom).

MOPD will also continue to host other events as well. For example, in 2023, MOPD hosted or co-hosted a variety of events that celebrated people with disabilities or focused on issues or themes of particular interest to people with disabilities and their allies. These included, in addition to the events described in the Deaf Access section on page 9, an event in October at Gracie Mansion in honor of White Cane Awareness Day and in April, a screening of Crip Camp in honor of the late Judith Heumann (co-hosted with Pace University).

## **Mayor's Office of Engagement, NYC Service**

NYC Service administers three AmeriCorps programs with members serving 10-12 months with community-based organizations or City agencies. NYC Service's 2024 AmeriCorps member recruitment strategy incorporates direct outreach to organizations serving people with disabilities. MOPD has in the past provided disability etiquette training to AmeriCorps members. In 2024, NYC Service will work with MOPD to institute disability etiquette and awareness training for supervisors at host sites as well.

## **Mayor’s Office of Sports, Wellness and Recreation**

The mission of the Mayor’s Office of Sports, Wellness and Recreation, created pursuant to [Local Law 62 of 2021](#), is to enhance equitable access to competitive sports programs, promote overall wellness, and foster a sense of community through recreation. Specifically listed as among its powers and duties is to “expand adaptive sports and inclusive recreation opportunities for youth with disabilities.” MOPD will be working closely with the office in 2024 to support its efforts to provide meaningful sports and recreational opportunities for young people with disabilities.

## **Mayor’s Office of Engagement, Office of Public Engagement (PEU)**

PEU plays an important role in promoting the Senior Citizen Rent Increase Exemption (SCRIE) and Disability Rent Increase Exemption (DRIE) programs. PEU has a 10 person "Rent Freeze" team that conducts targeted outreach to seniors and people with disabilities, to find eligible New Yorkers who are not already enrolled in the programs. PEU will then help potentially eligible people apply for the programs, often guiding them step-by-step through the process. PEU works closely with its partners at the Department of Finance to make sure those applications are properly submitted, vetted, and accepted. In fall of 2023, they expanded outreach beyond just the Rent Freeze team, borrowing staff from other Mayor’s Office’s units (Tenant Support Unit, Special Projects Unit) to do intensive Rent Freeze "Days of Action" in which canvassers were sent out to blanket particular neighborhoods. PEU plans to continue these Days of Action throughout the winter and into the spring of 2024.

## **Methodology**

This plan was prepared by MOPD based on discussions with leadership and staff of the Mayor’s Office and other City agencies. Three sets of comments were received during the public comment period, all of which are available on [the Mayor’s Office’s section of the City’s Agency Plans website](#). The Mayor’s Office has reviewed and considered all comments received and has addressed some of the comments in this final plan.

The Mayor’s Office looks forward to working with all City agencies and our community partners in building a more inclusive and accessible New York City and to reporting on our progress with respect to the items in this plan in Spring 2025.

# **Appendix A – Mayor’s Office Policies Prohibiting Discrimination Against People with Disabilities in Access to Services**

It is the policy of the Mayor’s Office to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. The Mayor’s Office does not discriminate on the basis of disability in the operation of its programs, services and activities and strives to be welcoming to and inclusive of people with disabilities.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the [City’s EEO Policy](#).

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures in order to participate in our programs, services or activities (involving matters other than employment) is invited to direct their needs and preferences to the Mayor’s Office Disability Service Facilitator by email, phone or mail:

Crystal Rivera, Disability Service Facilitator  
NYC Mayor's Office for People with Disabilities (MOPD)  
100 Gold Street, 2nd Floor  
New York, NY 10038  
212-788-2603  
[DSF@cityhall.nyc.gov](mailto:DSF@cityhall.nyc.gov)

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service or activity. Questions, concerns or requests for additional information may also be directed to the Disability Service Facilitator.

If you believe that you have been denied an auxiliary aid or service or a reasonable modification of policies or procedures that you need in order to participate in programs, services or activities provided by the Mayor’s Office please see the Mayor’s Office’s grievance procedure below.

# **Appendix B – Mayor’s Office Grievance Procedure for Members of the Public Alleging Discrimination Based on Disability**

Any member of the public alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Mayor’s Office may file a grievance with the Mayor’s Office, which should contain:

- the name, address, telephone number and/or email of the grievant and
- information about the alleged discrimination, such as the location, date, and description of the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law.

“Grievance” is the term for the allegation filed with the Mayor’s Office by a member of the public.

“Grievant” is the term for the person alleging discrimination in the grievance.

## **When and How to File a Grievance**

The grievance should be submitted as soon as possible, but no later than sixty (60) calendar days after the date of the alleged violation to:

Crystal Rivera, Disability Service Facilitator  
NYC Mayor's Office for People with Disabilities (MOPD)  
100 Gold Street, 2nd Floor, New York, NY 10038  
[DSF@cityhall.nyc.gov](mailto:DSF@cityhall.nyc.gov) (Please include “Grievance” in subject line.)

The grievance may be filed in one of two ways:

1. By submitting the grievance in writing by mail or email using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

## **Timeline Following Filing of Grievance**

Within fifteen (15) calendar days after receipt of the grievance, the Disability Service Facilitator or designee will contact the grievant to discuss the grievance and possible resolutions.

Within fifteen (15) calendar days of this contact with the grievant, the Disability Service Facilitator or designee will provide a response in writing. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the grievance, describe the Mayor's Office's position, and offer options for substantive resolution of the grievance, where applicable.

## **When and How to File an Appeal**

The grievant may appeal the Mayor's Office's decision within thirty (30) calendar days of receipt of the Mayor's Office's response.

The appeal should be mailed to:

Commissioner Christina Curry  
NYC Mayor's Office for People with Disabilities (MOPD)  
100 Gold Street, 2nd Floor, New York, NY 10038

The appeal may be filed in one of two ways:

1. By submitting the appeal in writing and by mail using the above address; or
2. Upon request, by an alternative means, such as an in-person interview or an audio recording, describing the incident or alleged violation of the ADA, Rehabilitation Act, NY State Human Rights Law, or NYC Human Rights Law. A request for an alternative means of filing may be granted as an accommodation for a grievant with a disability.

## **Timeline Following Filing of Appeal**

The Mayor's Office's response to the appeal will be provided to the grievant in writing within sixty (60) days following receipt of the appeal. Grievants may request the response in an additional format accessible to them, such as large print, Braille, or audio recording. This response will address the appeal, describe the Mayor's Office's decision, and offer options for substantive resolution of the appeal, where applicable.

All written grievances, appeals, and responses in connection with a grievance made to the Mayor's Office will be retained for at least three (3) years.

**Note:** Upon request to the Disability Service Facilitator, this page can be made available in an alternative format.



# Appendix C – Mayor’s Office Website Accessibility Statement

The Mayor’s Office is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

## Conformance Status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 Level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

## Feedback

We welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the [Website Accessibility Feedback Form](#).

If you need assistance accessing a particular program or service, please reach out to the Mayor’s Office’s Disability Services Facilitator Crystal Rivera at 212-788-2603 or [DSF@cityhall.nyc.gov](mailto:DSF@cityhall.nyc.gov).

## Assessment Approach

The Mayor’s Office assesses the accessibility of its digital content through self-evaluation.